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MassHR
Delivering HR Services That Matter

# ESC Service Charter Scorecard

# Metrics for April 21 – June 01, 2013

Issued August, 2013

MassHR
EMPLOYEE SERVICE CENTER

# Executive Summary

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**Customer Service**

- Average wait time decreased from 30 seconds to 27 seconds, well within the defined SLA target of two minutes.
- Average time to complete a call is decreased from 5 minutes to 4:09 minutes.
- Use of email as means of reporting issues increased 24% from 662 to 867.
- Inquiries from CON, EOPSS, and EOEEA agencies accounted for the greatest number of inquiries as a percentage of employees served.

**Process & Organization**

- Escalated Payroll Notifications was not invoked.
- Planning for implementation of ePay/eProfile has begun.

**Systems**

- 05/01/2013: 8 minute punch error for TCD Users, affected users on 5/1 and 5/2
- 05/09/2013: HR/CMS system blackout, system restored on 5/11/2013

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# Service Delivery Overview
## April 21, 2013 – June 1, 2013

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## Customer Interactions

Total # Agencies Served: 71

Total # Employees Served: 29,187

Total contacts received: 7,552

Total tickets opened: 7,549

% of Employees served contacting ESC**: 26%***

## Staffing

| Area | Staffing as of 6/01/2013 | Staffing as of 4/27/2013 |
|---|---|---|
| Tier 1: Customer Service | 9 | 9 |
| Tier 2: Time & Attendance Ops | 15 | 16 |
| Temporary Staff | 2 | 2 |
| Supervisor | 3 | 3 |
| Senior Staff | 3 | 4 |
| Total | 32 | 34 |

## Enabling Technologies

- **Metrics:** Includes data on IVR Users
- **Case Management**: No changes this period.
- **Meal In:** Pilot system redesign for Chelsea Soldier's Home to automate the TCD meal in punches

## Activities – May

The ESC is currently supporting several activities underway to prepare for upcoming rollouts:

- Supported change management and training activities for ePay/eProfile rollout

**Source:** ESC Avaya CMS & COMiT Reports, data from 4/21/13 – 6/01/13
***Not**e: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).

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# Service Level Agreement
# Service Measures and Targets

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The following service measures and targets are outlined in the ESC Service Level Agreement document.  Data contained in this presentation includes both SLA and non-SLA measures.

| Metric | Target |
|---|---|
| Average wait time – all inquiries (Days operational) | Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time |
| Average case resolution time – password resets and e-mail updates (Time owned by ESC) | 98% within 1 day |
| Average case resolution time – inquiries and requests (Time owned by ESC) | 75% within 1 day 90% within 3 days |
| Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.) | 75% of customers rated overall satisfaction good to excellent |
| Percent of notification runs executed to completion: <br>• All: Reminder Report Time <br>• Employees: Unreported time – 1st and 2nd notice <br>• Approvers: Unapproved reported time – 1st and 2nd notice <br>• Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications – 1st and 2nd notice <br>• Failsafe outreach to Agency HR/Payroll and signatory authorities when applicable <br>• Failsafe outreach to Comptroller and Chief HR Officer when applicable | 95% |
| Secretariat ad hoc reports produced within established timeframes: <br>• Simple: 3 business days <br>• Complex: 7 business days | 90% |
| SLA reports produced on time according to predefined schedule (see section 5.5) | 90% |

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# Inbound Call Data

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**Overall call volume and wait time have increased.**

| SLA Metric | Target Level | Current Period (04/21/13 to 06/01/13) | Previous Period (03/24/13 to 04/20/13) | Previous Period (02/24/13 to 03/23/13) |
|---|---|---|---|---|
| Average wait time – all inquiries (Days operational) | Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time | :27 seconds | :30 seconds | :18 seconds |

**Abandoned Calls**



Answered Calls 96%
Abandoned Calls 4%
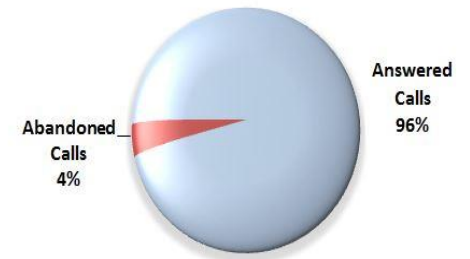
**Wait Time, Call Volumes, & Abandonment Rates**



| | 04/21 - 04/27 | 04/28 - 05/04 | 05/05 - 05/11 | 05/12 - 05/18 | 5/19 - 5/25 | 5/26 - 6/01 |
|---|---|---|---|---|---|---|
| Wait Time | 00:46 | 00:24 | 00:16 | 00:15 | 00:27 | 00:32 |
| Average Call Abandon Time | 01:12 | 00:59 | 00:46 | 00:56 | 01:15 | 01:07 |
| Longest Wait Time | 05:40 | 06:50 | 05:54 | 05:51 | 05:47 | 09:05 |
| Average Call Time | 0:04 | 0:03 | 0:03 | 0:04 | 0:04 | 0:04 |
| Call Volume | 1565 | 1332 | 1667 | 1230 | 1222 | 1349 |
| Aban Calls | 115 | 57 | 32 | 31 | 51 | 79 |
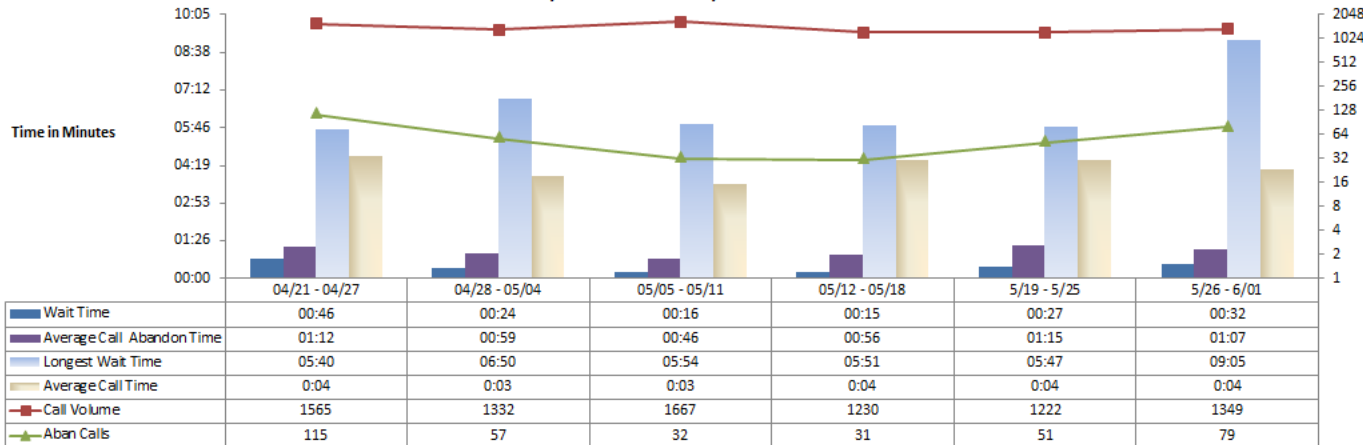
**Total = 6,685 calls**

**Ticket Source**



Email 11%
Phonecall 89%
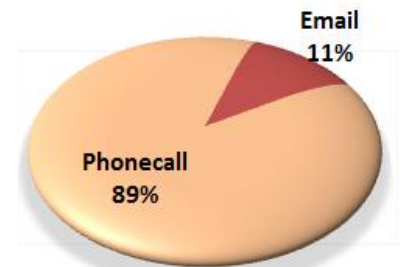
**Total = 7,549 tickets**

**Source:** ESC COMiT & Avaya data from 4/21/13 – 6/01/13.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

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# Timing of Inquiries

**Call volumes continue to peak following weekly time submission deadlines and notifications. Peak call hours are from 8:30 am to 12pm.**

### Average Calls by Timeframe
### Payroll vs. Non-Payroll Processing Weeks



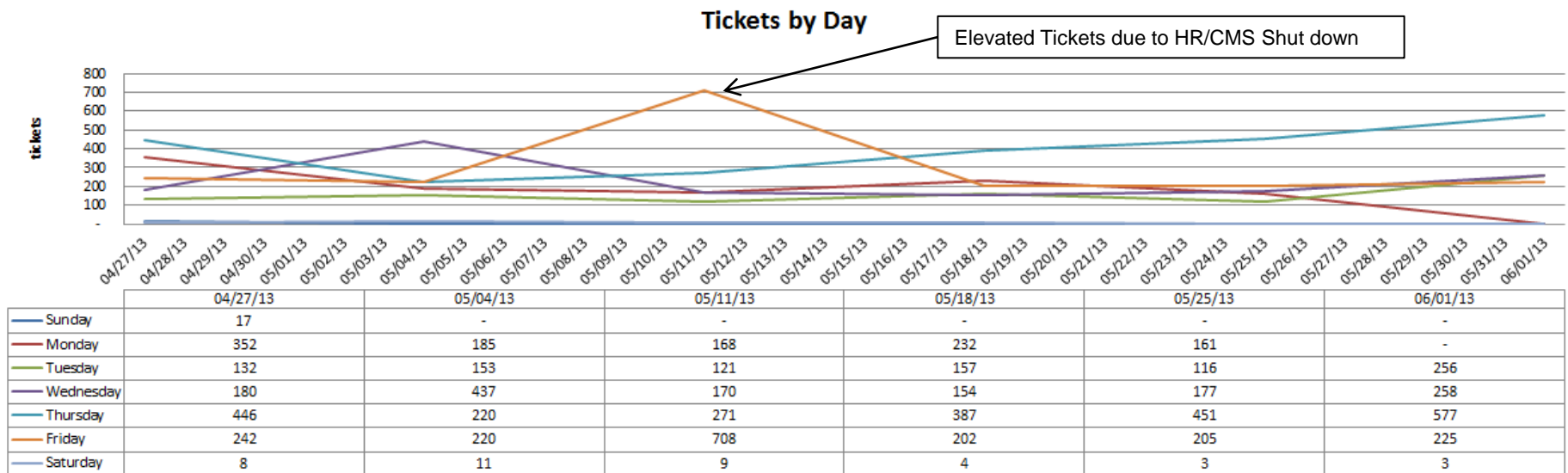| | 6-6:30 | 6:30-7 | 7-7:30 | 7:30-8 | 8-8:30 | 8:30-9 | 9-9:30 | 9:30-10 | 10-10:30 | 10:30-11 | 11-11:30 | 11:30-12 | 12-12:30 | 12:30-1 | 1-1:30 | 1:30-2 | 2-2:30 | 2:30-3 | 3-3:30 | 3:30-4 | 4-4:30 | 4:30-5 | 5-5:30 | 5:30-6 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Avg - Non PY Weeks | 0 | 14 | 32 | 41 | 60 | 94 | 113 | 122 | 100 | 100 | 87 | 71 | 69 | 57 | 61 | 68 | 67 | 66 | 59 | 64 | 59 | 48 | 24 | 6 |
| Avg - PY Weeks | 2 | 17 | 22 | 37 | 66 | 85 | 106 | 103 | 86 | 82 | 69 | 71 | 61 | 48 | 53 | 59 | 61 | 65 | 61 | 51 | 42 | 33 | 18 | 2 |

### Tickets by Day

Elevated Tickets due to HR/CMS Shut down



| | 04/27/13 | 05/04/13 | 05/11/13 | 05/18/13 | 05/25/13 | 06/01/13 |
|---|---|---|---|---|---|---|
| Sunday | 17 | - | - | - | - | - |
| Monday | 352 | 185 | 168 | 232 | 161 | - |
| Tuesday | 132 | 153 | 121 | 157 | 116 | 256 |
| Wednesday | 180 | 437 | 170 | 154 | 177 | 258 |
| Thursday | 446 | 220 | 271 | 387 | 451 | 577 |
| Friday | 242 | 220 | 708 | 202 | 205 | 225 |
| Saturday | 8 | 11 | 9 | 4 | 3 | 3 |

**Source**: ESC COMiT & Avaya data from 4/21/13 – 6/01/13.

# Inbound Inquiries by Agency

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### EOHHS agencies represent the largest volume of inquiries to the ESC.



Legend:
- 04/27/13
- 05/04/13
- 05/11/13
- 05/18/13
- 05/25/13
- 06/01/13
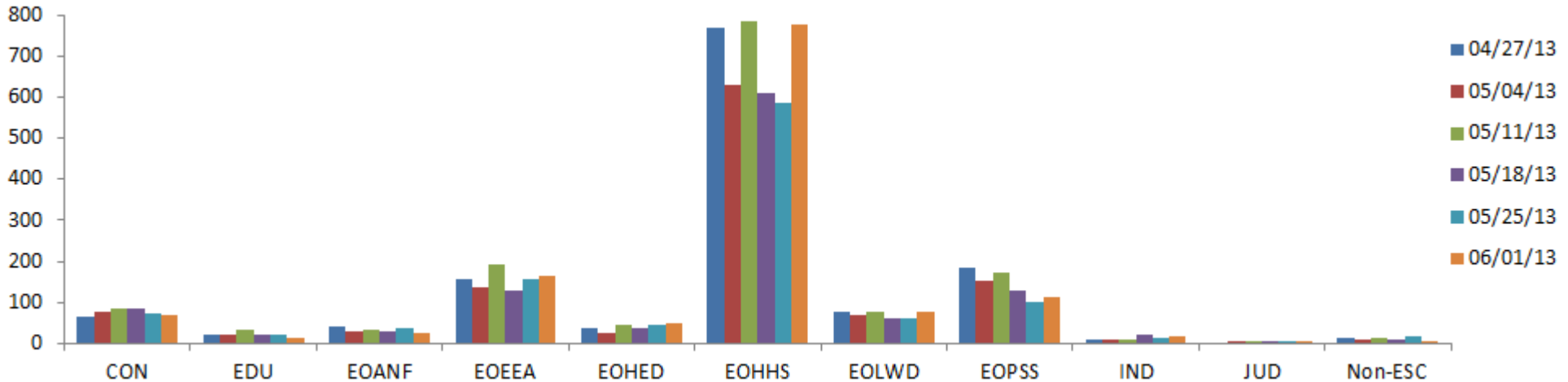
### CON, EOPSS, and EOEEA represent the highest volume as a percent of employees served.
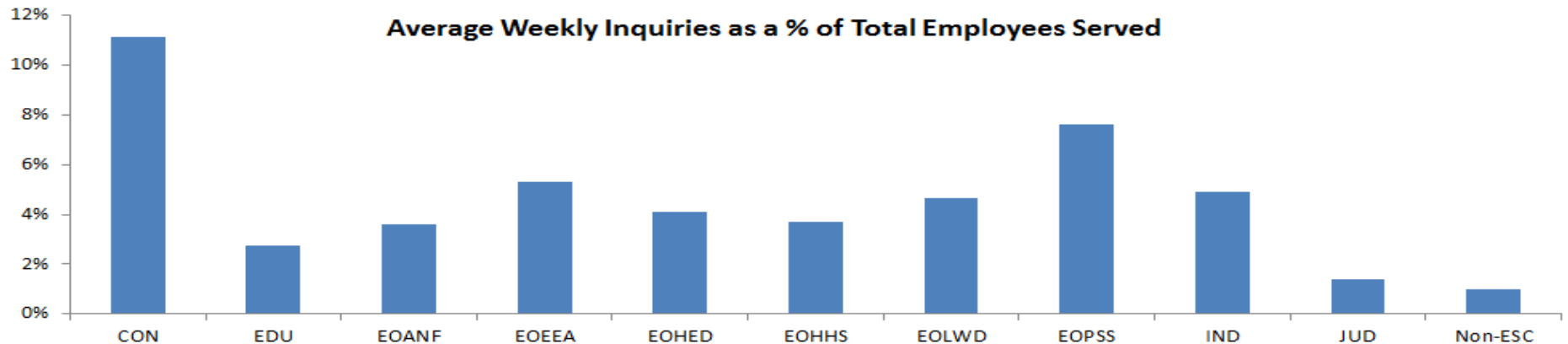


Average Weekly Inquiries as a % of Total Employees Served

**Source:** ESC COMiT data from 4/21/13 – 6/01/13. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).
* Non-ESC represents SSTA employees not supported by ESC . Percentage factored from the total number of inquiries as there is no base population,.

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# Outbound Exception Management Calls

**Outbound calls are made on a weekly basis when employees and approvers miss their deadlines for time entry or time approval and when system generated exceptions appear on a timesheet.**
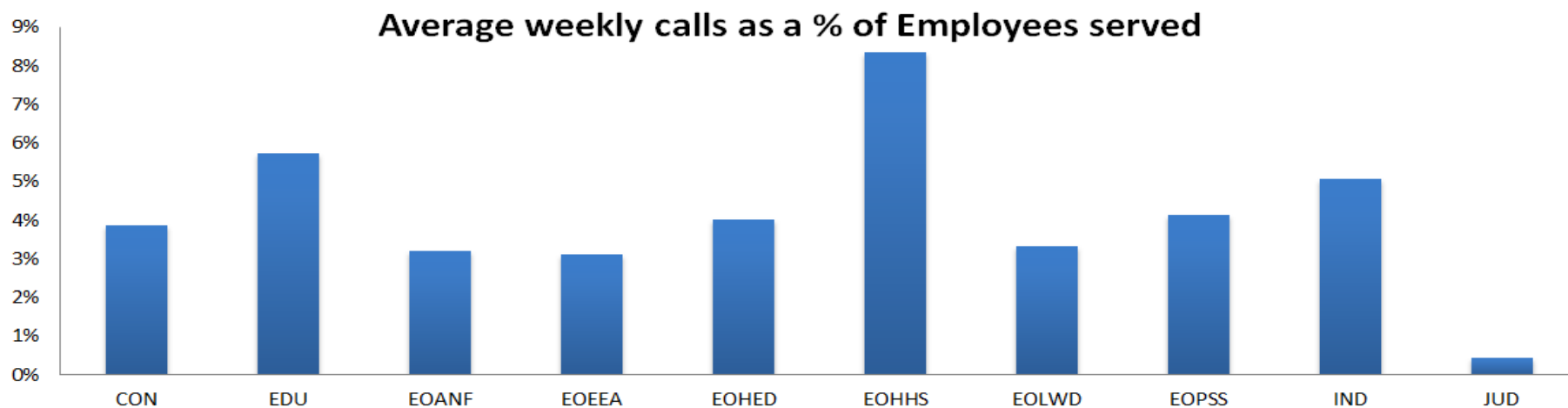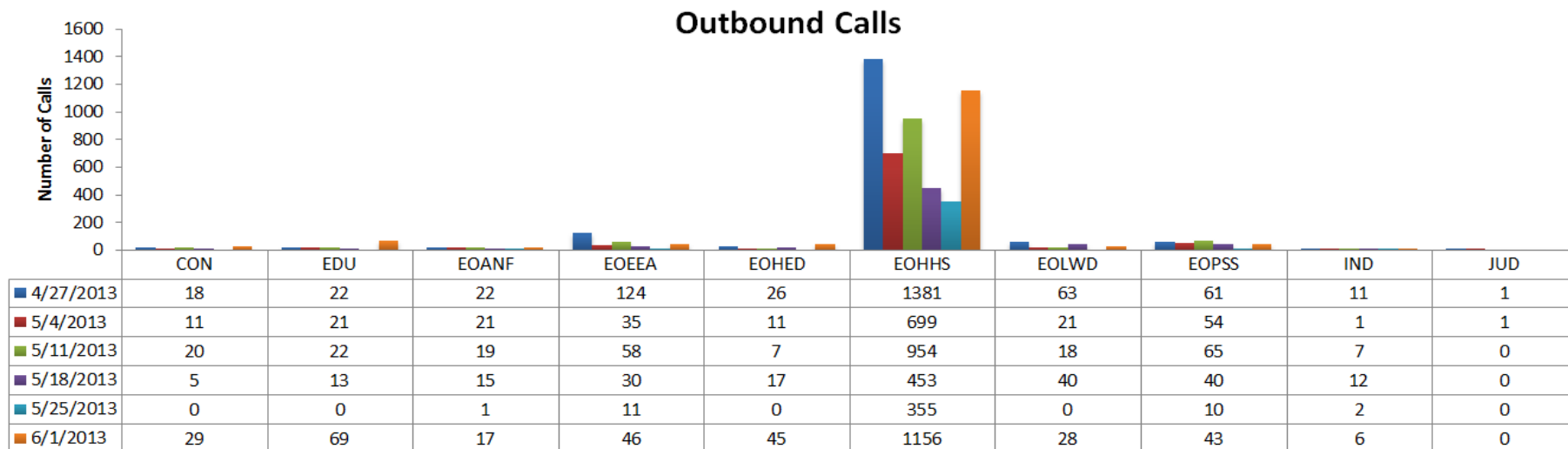
*EOHHS agencies represent the largest volume of outbound calls from the ESC.*

## Outbound Calls

| | CON | EDU | EOANF | EOEEA | EOHED | EOHHS | EOLWD | EOPSS | IND | JUD |
|---|---|---|---|---|---|---|---|---|---|---|
| 4/27/2013 | 18 | 22 | 22 | 124 | 26 | 1381 | 63 | 61 | 11 | 1 |
| 5/4/2013 | 11 | 21 | 21 | 35 | 11 | 699 | 21 | 54 | 1 | 1 |
| 5/11/2013 | 20 | 22 | 19 | 58 | 7 | 954 | 18 | 65 | 7 | 0 |
| 5/18/2013 | 5 | 13 | 15 | 30 | 17 | 453 | 40 | 40 | 12 | 0 |
| 5/25/2013 | 0 | 0 | 1 | 11 | 0 | 355 | 0 | 10 | 2 | 0 |
| 6/1/2013 | 29 | 69 | 17 | 46 | 45 | 1156 | 28 | 43 | 6 | 0 |

## Average weekly calls as a % of Employees served

**Source:** : ESC Exception Management System data from 4/21/13 – 6/01/13. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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# Type of Inquiries Received

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**Password Resets remain the most common inquiry type, followed by time entry and time off.**

## Top Inquiry Classifications

| | HR/CMS Password Reset | Time Entry | Time Off | HR/CMS Technical Issues | Reg Time | Reported Time Approvals |
|---|---|---|---|---|---|---|
| 4/27/2013 | 613 | 236 | 99 | 21 | 135 | 64 |
| 5/4/2013 | 563 | 219 | 67 | 28 | 67 | 35 |
| 5/11/2013 | 479 | 287 | 55 | 358 | 54 | 26 |
| 5/18/2013 | 561 | 218 | 73 | 25 | 70 | 30 |
| 5/25/2013 | 564 | 214 | 84 | 19 | 55 | 18 |
| 6/1/2013 | 763 | 220 | 98 | 24 | 54 | 19 |
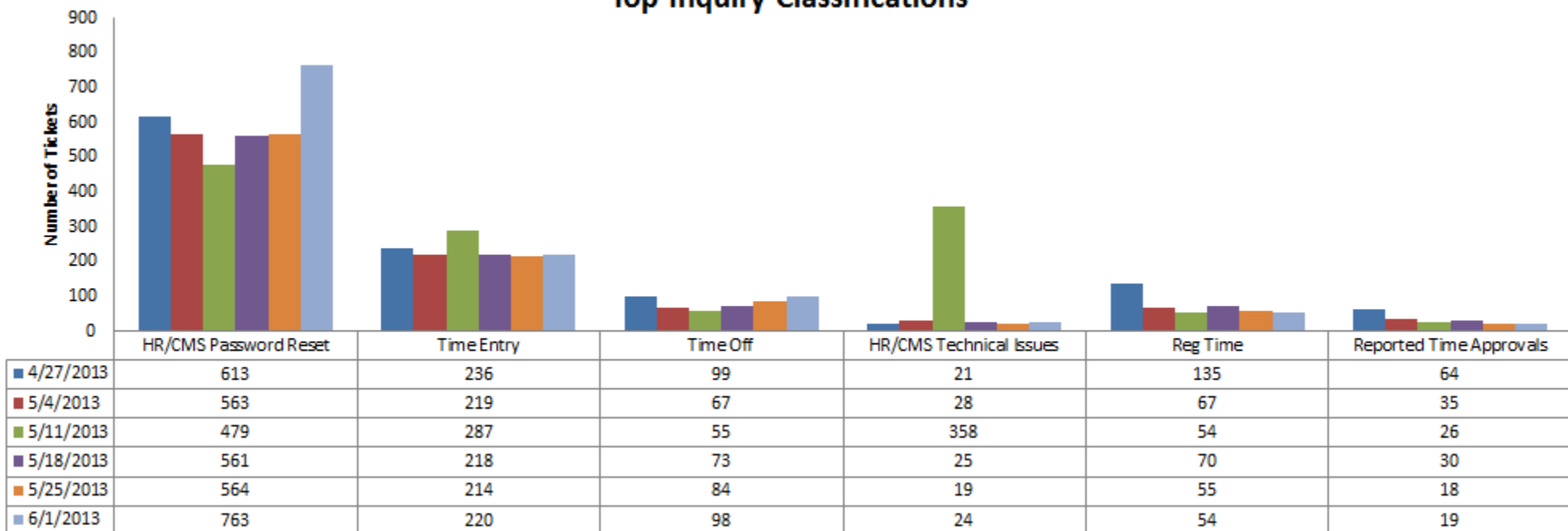
- HR/CMS Password Reset for the week of 06/01/2013 higher than average due to Memorial Day holiday time entry.
- HR/CMS Technical Issues for the week of 05/11/2013 higher due to HR/CMS outage.

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# Case Resolution Time

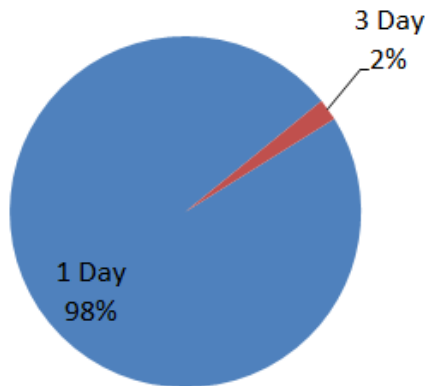**Case resolution time remains within SLA targets, with nearly all inquiries resolved on the same day.**

| SLA Metric | Target Level | Current Period (04/21/13 – 06/01/13) | Previous Period (03/24/13 – 04/20/13) | Previous Period (02/24/13 – 03/23/13) |
|---|---|---|---|---|
| Average case resolution time – password resets and e-mail updates (Time owned by ESC) | 98% within 1 day | 98% | 98% | 98% |
| Average case resolution time – inquiries and requests (Time owned by ESC) | 75% within 1 day 90% within 3 days | 1 Day – 99% 3 Days – 99% | 1 Day – 99% 3 Days – 99% | 1 Day – 98% 3 Days – 99% |

### Case Resolution Time Password Reset



3 Day 2%
1 Day 98%

### Case Resolution Time Inquiries & Requests



1% 1%
98%

# Days
- 1
- 2
- 3
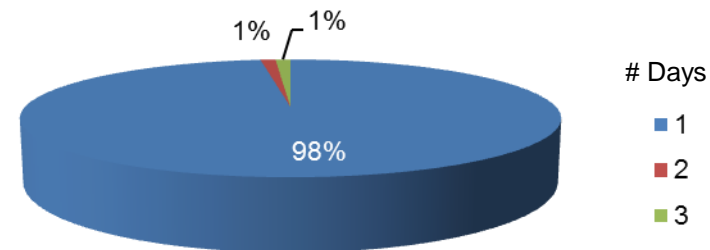
**Source:** ESC COMiT data from 4/21/13 – 6/01/13

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# Customer Satisfaction Survey Results

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| SLA Metric | Target Level | Current Period (04/21/13 – 06/01/13) | Previous Period (03/24/12 – 04/20/13) | Previous Period (02/24/13 – 03/23/13) |
|---|---|---|---|---|
| Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample.) | 75% of customers rated overall satisfaction good to excellent | 96% rated good to excellent (2%* response rate) *Decline in survey response due to completion of rollout. | 95% rated good to excellent (17% response rate) | 97% rated good to excellent (15% response rate) |

### How would you rate the quality of service you received from the Employee Service Center



Good — Fair — Poor
Very good
Excellent
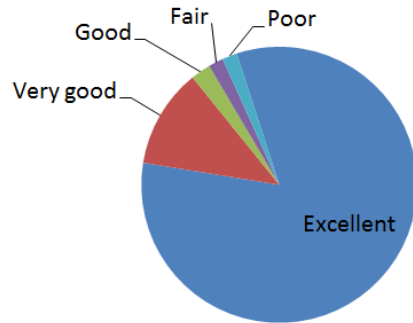
### Was your Employee Service Center Specialist Courteous?



99%  ■ Yes
1%   ■ No
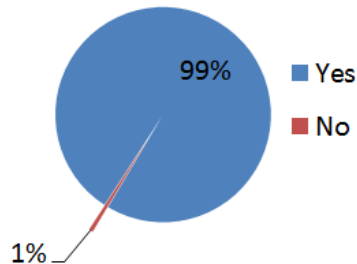
**Sample Comments:**

"Thank you very much for your prompt and courteous help."

"I was going to send in a special thank you since the person who helped me was so respectful and chipper and positive so I'm glad I was given this opportunity to say what a great job she did."

"I'm very pleased to have the support and services of Mass HR Employee Service Center."

"You guys have been fantastic every time I have called. I would suggest to just continue with your current great service."

"The Specialist was easy to reach, courteous and efficient at resolving the problem."

"The system was down, so I could not enter my time on line. The ESC worker was very patient and understanding of my situation, I did not worry about it again after speaking with them."

**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 4/21/13 – 6/01/13.

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# SLA Targets vs. Actual Performance

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| Metric | Target | Current Period Performance 04/21/13-06/01/13 | Previous Period Performance 03/24/13-04/20/13 | Current Status |
|---|---|---|---|---|
| Average wait time – all inquiries (Days operational) | Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time | 27 seconds | 30 seconds | G |
| Average case resolution time – password resets and e-mail updates (Time owned by ESC) | 98% within 1 day | 98% | 98% | G |
| Average case resolution time – inquiries and requests (Time owned by ESC) | 75% within 1 day 90% within 3 days | 99% within 1 Day and 99% within 3 Days | 99% within 1 Day and 99% within 3 Days | G |
| Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.) | 75% of customers rated overall satisfaction good to excellent | 96% rated good to excellent (2% responded) | 95% rated good to excellent (17% responded) | G |
| Percent of notification runs executed to completion:<br>• All: Reminder Report Time<br>• Employees: Unreported time - 1st & 2nd notice<br>• Approvers: Unapproved reported time - 1st & 2nd notice<br>• Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice<br>• Failsafe outreach to Agy. HR/PY and signatories<br>• Failsafe outreach to CTR and CHRO | 95% | 100% | 100% | G |
| Secretariat ad hoc reports produced within established timeframes:<br>• Simple*: 3 business days<br>• Complex*: 7 business days | 90% | 100% | None requested | G |
| SLA reports produced on time according to predefined schedule (see section 5.5) | 90% | Target Not Met | Target Not Met | R |

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# Review Schedule
# Service Charter Scorecard

| Service Month* | | HRAC Review |
|---|---|---|
| **Start Date** | **End Date** | **Report Due** |
| 6/3/2012 | 6/30/2012 | 7/25/2012 |
| 7/1/2012 | 7/28/2012 | 8/22/2012 |
| 7/29/2012 | 8/25/2012 | 9/26/2012 |
| 8/26/2012 | 9/22/2012 | 10/24/2012 |
| 9/23/2012 | 10/20/2012 | 11/21/2012 |
| 10/21/2012 | 12/1/2012 | 12/26/2012 |
| 12/2/2012 | 12/29/2012 | 1/24/2012 |
| 12/30/2012 | 1/26/2013 | 2/27/2013 |
| 1/27/2013 | 2/23/2013 | 3/27/2013 |
| 2/24/2013 | 3/23/2013 | 4/24/2013 |
| 3/24/2013 | 4/20/2013 | 5/22/2013 |
| 4/21/2013 | 6/1/2013 | 6/26/2013 |
| 6/2/2013 | 6/29/2013 | 7/24/2013 |

**\*Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.

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# Appendix: Agencies Served

| Agencies Served | Employees | Agenceis Served | Employees | Agencies Served | Employees |
|---|---|---|---|---|---|
| ADD-Developmental Disabilities Council | 19 | EEC-Department Of Early Education | 206 | RGT-Department Of Higher Education | 72 |
| AGR-Department Of Agricultural Resources | 99 | EED-Executive Office Of Housing & Economic Development | 47 | SCA-Office Of Consumer Affairs And Business Regulations | 33 |
| ALA-Administrative Law Appeals Division | 33 | EHS - Executive Office of Health and Human Services | 1552 | SDA-Sheriffs Department Association | 4 |
| ANF-Eo Administration & Finance | 48 | ELD-Department Of Elder Affairs | 61 | SEA-Department Of Business And Technology | 25 |
| APC-Appeals Court | 90 | ENE-Department Of Energy Resources | 51 | SOR-Sex Offender Registry | 49 |
| ART-Mass Cultural Council | 27 | ENV-Executive Office Of Environment | 298 | SRB-State Reclamation Board | 174 |
| ATB-Appellate Tax Board | 27 | EOL-Dept Of Workforce Development | 1542 | TAC-Department Of Telecommunications | 26 |
| BSB-Bureau Of State Buildings | 11 | EPS-Executive Office Of Public Safety | 201 | TRB-Teachers Retirement Board | 97 |
| CDA-Emergency Management Agency | 101 | EQE-Department Of Environmental Protection | 831 | TRE-Office Of The State Treasurer | 226 |
| CHE-Soldiers' Home In Massachusetts | 384 | FWE-Department Of Fish And Game | 328 | VET-Department Of Veterans Service | 78 |
| CHS-Criminal Justice Information Systems | 39 | GIC-Group Insurance Commission | 53 | VWA-Victim And Witness Assistance | 17 |
| CME-Chief Medical Examiner | 0 | HCF-Health Care Finance & Policy | 96 | WEL-Department Of Transitional Ass | 1582 |
| CSC-Civil Service Commission | 7 | HLY-Soldiers' Home In Holyoke | 377 | **Grand Total:** | **29187** |
| CSW-Commission On Status Of Women | 1 | HPC - Health Policy Commission | 17 | | |
| DCP-Capital Asset Management And Maintenance | 354 | HRD-Human Resources Division | 144 | | |
| DCR-Department Conservation And Recreation | 969 | LIB-George Fingold Library | 12 | | |
| DFS-Department Of Fire Services | 574 | LOT-Lottery And Gaming Commission | 411 | | |
| DMH - Department of Mental Health | 3205 | MCB-Mass Commission For The Blind | 173 | | |
| DMR - Health and Human Services | 3278 | MCD-Commission For The Deaf And Hard of Hearing | 57 | | |
| DOB-Division Of Banks | 170 | MGC - Massachusetts Gaming Commission | 54 | | |
| DOC - Department of Corrections | 545 | MIL-Military Division | 314 | | |
| DOE-Department Of Elementary & Secondary Education | 520 | MMP-Massachusetts Marketing Partne | 22 | | |
| DOI-Division Of Insurance | 118 | MRC-Mass Rehabilitation Commission | 927 | | |
| DOS-Division Of Standards | 17 | OCD-Dept Of Housing And Community | 292 | | |
| DPH-Department Of Public Health | 3128 | OHA-Massachusetts Office On Disability | 13 | | |
| DPS-Department Of Public Safety | 50 | ORI-Office For Refugees And Immigrants | 21 | | |
| DPU-Department Of Public Utilities | 142 | OSC-Office Of The Comptroller | 132 | | |
| DSS-Department Of Children And Families | 3233 | OSD-Division Of Operational Services | 83 | | |
| DYS-Department Of Youth Services | 896 | PAR-Parole Board | 204 | | |
| EDU-Executive Office Of Education | 77 | REG-Division Of Professional Licensure | 123 | | |

# Appendix: Inquiries by Agency

- Note: No inquiries were received for this reporting period from:

  - CSW

  - VWA

# Education Secretariat Agencies

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## Number of Tickets by Agency

| | DOE | EDU | EEC | RGT |
|---|---|---|---|---|
| ■ 4/27/2013 | 6 | 3 | 5 | 6 |
| ■ 5/4/2013 | 9 | 2 | 6 | 4 |
| ■ 5/11/2013 | 10 | 1 | 10 | 13 |
| ■ 5/18/2013 | 12 | | 6 | 4 |
| ■ 5/25/2013 | 12 | 1 | 6 | 2 |
| ■ 6/1/2013 | 8 | | 4 | 1 |
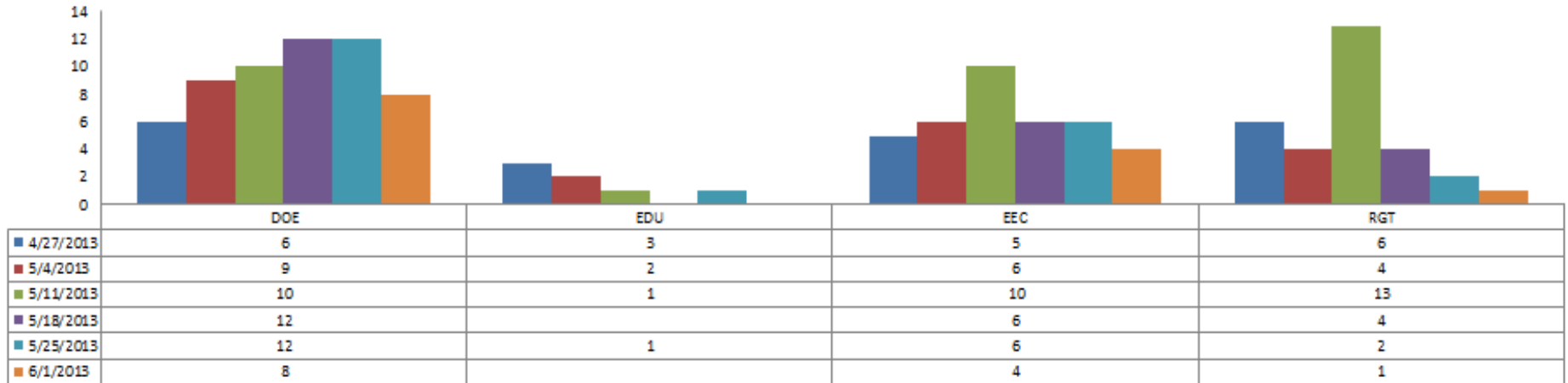
## Inquiry Classifications (Across EDU Agencies)

| Classification | Total |
|---|---|
| HR/CMS Password Reset | 96 |
| HR/CMS Technical Issues | 15 |
| Reg Time | 5 |
| Time Entry | 5 |
| TCD Technical Issues | 2 |
| Training & Navigation | 2 |
| Employee Personal Data | 1 |
| HR/CMS Data Setup & Badges | 1 |
| Reports To | 1 |
| MHR Reporting | 1 |
| Reported Time Approvals | 1 |
| MHR Password Reset & Security | 1 |

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# EOANF Secretariat Agencies

## Number of Tickets by Agency

| | ADD | ALA | ANF | ATB | DCP | GIC | HPC | HRD | LIB | OHA | OSD | TRB |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 4/27/2013 | | | 3 | | 22 | 3 | | 11 | | | 4 | 4 |
| 5/4/2013 | | | 2 | | 10 | 3 | | 17 | | 2 | 2 | 6 |
| 5/11/2013 | | | 2 | 1 | 14 | 5 | 2 | 16 | | 1 | 3 | |
| 5/18/2013 | | 1 | 2 | 1 | 18 | 2 | | 17 | | | 3 | 1 |
| 5/25/2013 | | | 3 | 2 | 17 | 4 | 1 | 10 | | 1 | 7 | 1 |
| 6/1/2013 | 1 | 3 | | | 13 | 3 | | 14 | 1 | | 2 | 1 |

## Inquiry Classifications (Across EOANF Agencies)

| Classification | Total |
|---|---|
| HR/CMS Password Reset | 109 |
| Balance Inquiry | 56 |
| Time Entry | 25 |
| HR/CMS Technical Issues | 17 |
| Time Off | 11 |
| Reg Time | 9 |
| HR/CMS Data Setup & Badges | 6 |
| Reported Time Approvals | 6 |
| Employee Personal Data | 3 |
| Training & Navigation | 3 |
| Delegations | 3 |
| Overtime | 3 |
| Exception Management | 2 |
| PPA Inquiry | 1 |
| MHR General | 1 |
| Payroll | 1 |
| TCD Technical Issues | 1 |
| Reports To | 1 |
| Deadlines/Notifications | 1 |
| Payable Time Approvals | 1 |
| Missing/Incorrect | 1 |
| MHR Password Reset & Security | 1 |

# EOEEA Secretariat Agencies



## Number of Tickets by Agency

| | AGR | ENE | DPU | ENV | EQE | FWE | SRB | DCR |
|---|---|---|---|---|---|---|---|---|
| 4/27/2013 | 5 | 3 | 13 | 8 | 20 | 9 | 1 | 100 |
| 5/4/2013 | 4 | 4 | 11 | 7 | 15 | 9 | 1 | 88 |
| 5/11/2013 | 4 | 1 | 12 | 9 | 24 | 23 | 4 | 116 |
| 5/18/2013 | 3 | 3 | 9 | 14 | 19 | 12 | 2 | 65 |
| 5/25/2013 | 6 | 1 | 9 | 14 | 22 | 16 | 7 | 81 |
| 6/1/2013 | 5 | 4 | 12 | 17 | 12 | 19 | 3 | 92 |

## Inquiry Classifications (Across EOEEA Agencies)
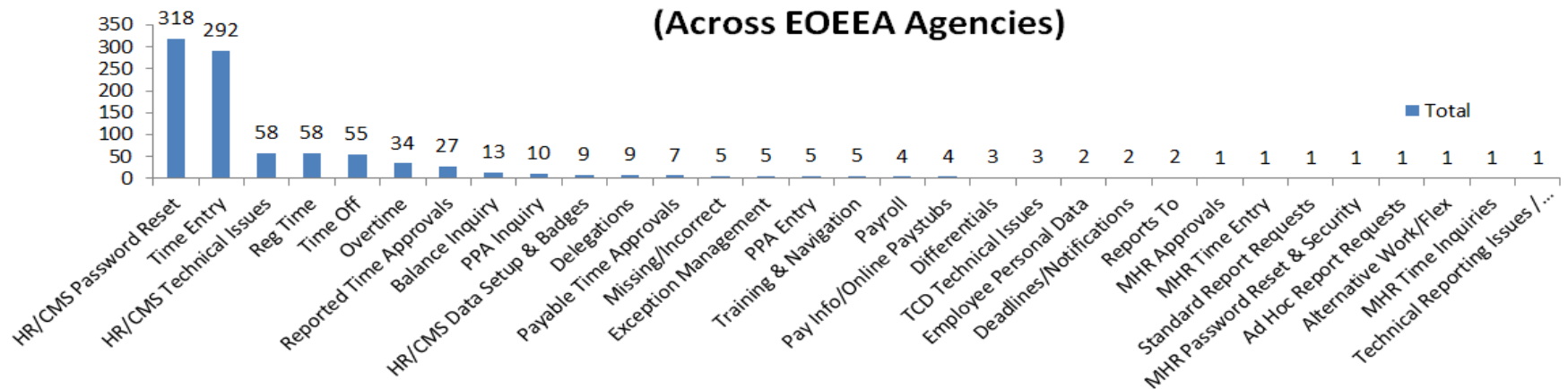
# EOHED Secretariat Agencies

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## Number of Tickets by Agency

| | DOB | DOI | DOS | EED | MMP | OCD | REG | SCA | SEA | TAC |
|---|---|---|---|---|---|---|---|---|---|---|
| 4/27/2013 | 9 | 6 | | | 1 | 11 | 6 | | 2 | 1 |
| 5/4/2013 | 4 | 7 | | | 1 | 5 | 4 | 1 | 2 | |
| 5/11/2013 | 20 | 5 | 3 | 1 | | 11 | 6 | | | |
| 5/18/2013 | 10 | 8 | 1 | | | 12 | 4 | | 3 | |
| 5/25/2013 | 11 | 6 | 2 | 3 | 1 | 15 | 3 | 3 | 1 | |
| 6/1/2013 | 9 | 14 | 1 | | 2 | 19 | 2 | | 1 | |
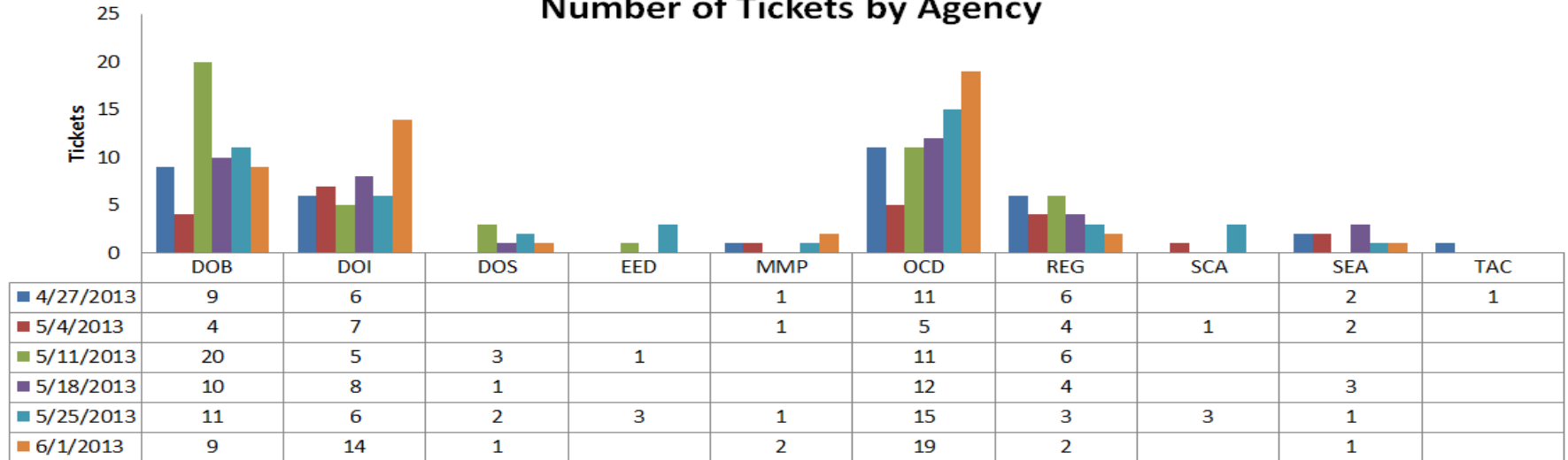
## Inquiry Classifications (Across EOHED Agencies)

| Classification | Total |
|---|---|
| HR/CMS Password Reset | 108 |
| Time Entry | 38 |
| HR/CMS Technical Issues | 36 |
| Time Off | 12 |
| Reported Time Approvals | 9 |
| Reg Time | 8 |
| Training & Navigation | 7 |
| Delegations | 5 |
| Payroll | 2 |
| Balance Inquiry | 2 |
| Employee Personal Data | 2 |
| MHR Time Entry | 2 |
| HR/CMS Data Setup & Badges | 1 |
| Deadlines/Notifications | 1 |
| TCD Technical Issues | 1 |
| Missing/Incorrect | 1 |
| PPA Entry | 1 |
| Standard Report Requests | 1 |

The Commonwealth of Massachusetts

# EOHHS Secretariat Agencies



**Number of Tickets by Agency**

| | CHE | DMH | DMR | DPH | DSS | DYS | EHS | ELD | HLY | MCB | MCD | MRC | ORI | VET | WEL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 4/27/2013 | 7 | 185 | 89 | 127 | 130 | 21 | 81 | | 7 | 17 | 1 | 41 | | 3 | 56 |
| 5/4/2013 | 4 | 148 | 64 | 138 | 91 | 16 | 58 | 1 | 10 | 12 | | 27 | 1 | 2 | 49 |
| 5/11/2013 | 12 | 157 | 85 | 142 | 118 | 27 | 93 | 2 | 5 | 22 | 2 | 38 | | 3 | 69 |
| 5/18/2013 | 8 | 131 | 74 | 112 | 90 | 19 | 75 | | 6 | 15 | | 23 | | 1 | 43 |
| 5/25/2013 | 8 | 134 | 76 | 110 | 69 | 25 | 55 | 1 | 5 | 17 | 2 | 30 | 1 | 1 | 43 |
| 6/1/2013 | 8 | 211 | 163 | 97 | 103 | 14 | 79 | 3 | 4 | 12 | 4 | 16 | | 5 | 49 |

**Inquiry Classifications (Across EOHHS Agencies)**



Values (left to right): HR/CMS Password Reset 2129; Time Entry 456; Time Off 312; Reg Time 261; HR/CMS Technical Issues 232; Reported Time Approvals 112; Overtime 106; Training & Navigation 59; Payroll 43; Delegations 43; HR/CMS Data Setup & Badges 41; PPA Inquiry 38; Balance Inquiry 31; TCD Technical Issues 28; Reports To 26; Deadlines/Notifications 24; Pay Info/Online Paystubs 23; Employee Personal Data 22; Payable Time Approvals 19; PPA Entry 18; Missing/Incorrect 15; Restricted Access TRCs 12; MHR Time Entry 11; Differentials 9; Technical Reporting Issues/... 7; Exception Management 5; Alternative Work/Flex 5; MHR Leaves & Balances 4; MHR Password Reset & Security 4; MHR Time Inquiries 3; Benefits 2; Standard Report Requests 1; MHR Schedules 1; MHR Approvals 1

The Commonwealth of Massachusetts

# EOLWD Secretariat Agencies



**Number of Tickets by Agency**

| | EOL |
|---|---|
| ■ 4/27/2013 | 79 |
| ■ 5/4/2013 | 70 |
| ■ 5/11/2013 | 77 |
| ■ 5/18/2013 | 60 |
| ■ 5/25/2013 | 60 |
| ■ 6/1/2013 | 78 |

**Inquiry Classifications (Across EOLWD Agencies)**

■ Total

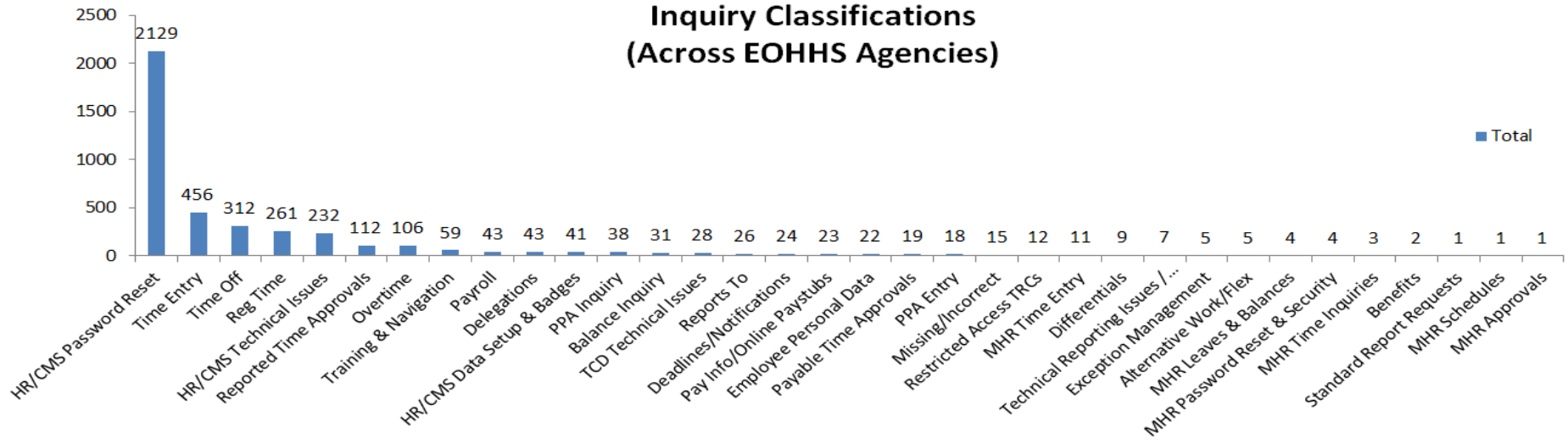| Classification | Total |
|---|---|
| HR/CMS Password Reset | 302 |
| Time Entry | 30 |
| HR/CMS Technical Issues | 25 |
| Time Off | 15 |
| Reported Time Approvals | 11 |
| Reg Time | 8 |
| Reports To | 7 |
| HR/CMS Data Setup & Badges | 6 |
| Delegations | 3 |
| Training & Navigation | 3 |
| Balance Inquiry | 3 |
| Overtime | 2 |
| Deadlines/Notifications | 2 |
| Payable Time Approvals | 1 |
| MHR Time Inquiries | 1 |
| Employee Personal Data | 1 |
| Missing/Incorrect | 1 |
| MHR Password Reset & Security | 1 |
| Exception Management | 1 |
| PPA Inquiry | 1 |

The Commonwealth of Massachusetts

# EOPSS Secretariat Agencies

## Number of Tickets by Agency

| | CDA | CHS | CME | DFS | DOC | DPS | EPS | MIL | PAR | SOR |
|---|---|---|---|---|---|---|---|---|---|---|
| 4/27/2013 | 11 | 4 | 6 | 18 | 77 | 1 | 12 | 47 | 7 | 1 |
| 5/4/2013 | 6 | 3 | 2 | 10 | 66 | | 13 | 38 | 11 | 1 |
| 5/11/2013 | 5 | 1 | 7 | 18 | 75 | 4 | 8 | 46 | 5 | 1 |
| 5/18/2013 | 4 | 3 | 4 | 17 | 35 | 2 | 11 | 37 | 9 | 6 |
| 5/25/2013 | 1 | 3 | 4 | 13 | 24 | 2 | 10 | 34 | 7 | 4 |
| 6/1/2013 | 8 | 1 | 3 | 20 | 15 | 2 | 12 | 41 | 10 | 1 |

## Inquiry Classifications (Across EOPSS Agencies)

Total

| Classification | Total |
|---|---|
| HR/CMS Password Reset | 300 |
| Time Entry | 240 |
| HR/CMS Technical Issues | 69 |
| Reg Time | 56 |
| Time Off | 51 |
| Overtime | 24 |
| Reported Time Approvals | 18 |
| Training & Navigation | 16 |
| TCD Technical Issues | 10 |
| Pay Info/Online Paystubs | 10 |
| Employee Personal Data | 6 |
| PPA Inquiry | 6 |
| HR/CMS Data Setup & Badges | 5 |
| PPA Entry | 5 |
| Balance Inquiry | 5 |
| Payroll | 4 |
| Reports To | 4 |
| Missing/Incorrect | 3 |
| Technical Reporting Issues / Enhancements | 2 |
| Differentials | 2 |
| Deadlines/Notifications | 2 |
| MHR Time Entry | 2 |
| Delegations | 2 |
| Payable Time Approvals | 2 |
| Restricted Access TRCs | 1 |
| MHR Approvals | 1 |
| Standard Report Requests | 1 |

The Commonwealth of Massachusetts

# OSC Tickets and Classification



**MassHR**
Delivering HR Services That Matter

**Number of Tickets by Agency**

| | OSC |
|---|---|
| 4/27/2013 | 3 |
| 5/4/2013 | 1 |
| 5/11/2013 | 2 |
| 5/18/2013 | 6 |
| 5/25/2013 | 4 |
| 6/1/2013 | 5 |

**Inquiry Classifications OSC**

| Classification | Total |
|---|---|
| HR/CMS Password Reset | 10 |
| Reg Time | 4 |
| Time Off | 2 |
| HR/CMS Data Setup & Badges | 1 |
| HR/CMS Technical Issues | 1 |
| Balance Inquiry | 1 |
| Overtime | 1 |
| Reported Time Approvals | 1 |

The Commonwealth of Massachusetts

# APC Tickets and Classification

## Number of Tickets

| | APC |
|---|---|
| ■ 5/4/2013 | 1 |
| ■ 5/11/2013 | 2 |
| ■ 5/18/2013 | 2 |
| ■ 5/25/2013 | 3 |
| ■ 6/1/2013 | 1 |

## Inquiry Classifications-APC

- HR/CMS Password Reset: 8
- Time Entry: 1

■ Total

# SDA Data Tickets and Classification

**MassHR**
Delivering HR Services That Matter



The Commonwealth of Massachusetts

# HCF Tickets and Classification



| | HCF |
|---|---|
| ■ 4/27/2013 | 1 |
| ■ 5/4/2013 | 1 |
| ■ 5/11/2013 | 3 |
| ■ 5/18/2013 | 12 |
| ■ 5/25/2013 | 1 |
| ■ 6/1/2013 | 4 |

## Inquiry Classifications-HCF



The Commonwealth of Massachusetts

# TRE Tickets and Classification

| | TRE |
|---|---|
| ■ 4/27/2013 | 4 |
| ■ 5/4/2013 | 6 |
| ■ 5/11/2013 | 5 |
| ■ 5/18/2013 | 4 |
| ■ 5/25/2013 | 9 |
| ■ 6/1/2013 | 9 |

## Inquiry Classifications- TRE



The Commonwealth of Massachusetts

# ART Tickets and Classification



The Commonwealth of Massachusetts

# LOT Tickets and Classification

**MassHR**
Delivering HR Services That Matter

## Number of Tickets



| | LOT |
|---|---|
| ■ 4/27/2013 | 62 |
| ■ 5/4/2013 | 75 |
| ■ 5/11/2013 | 83 |
| ■ 5/18/2013 | 83 |
| ■ 5/25/2013 | 73 |
| ■ 6/1/2013 | 61 |

## Inquiry Classifications



Total values: Time Entry 296, HR/CMS Password Reset 63, Reg Time 19, Time Off 16, HR/CMS Technical Issues 14, Reported Time Approvals 5, Delegations 4, MHR Time Entry 4, Training & Navigation 3, Reports To 2, Technical Reporting Issues / ... 2, Overtime 2, Balance Inquiry 2, PPA Entry 1, TCD Technical Issues 1, Missing/Incorrect 1, HR/CMS Data Setup & Badges 1, Employee Personal Data 1

# MGC Tickets and Classification

## Number of Tickets

| | MGC |
|---|---|
| ■ 4/27/2013 | 4 |
| ■ 5/4/2013 | 3 |
| ■ 5/11/2013 | 1 |
| ■ 5/18/2013 | 2 |
| ■ 5/25/2013 | 1 |
| ■ 6/1/2013 | 9 |

## Inquiry Classifications

■ Total

| HR/CMS Password Reset | Reg Time | Time Entry | Training & Navigation | Employee Personal Data | HR/CMS Technical Issues | MHR Time Entry | Time Off |
|---|---|---|---|---|---|---|---|
| 10 | 3 | 2 | 1 | 1 | 1 | 1 | 1 |